Customer Care

A free call from your BlackBerry smartphone:
+1.905.272.5665

A free call from North America:
+1.888.622.7368

customercare@roadpost.com
www.roadpost.com

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Rev. 06/07

Roadpost

READ THIS GUIDE BEFORE USING YOUR SERVICE

Roadpost International Services for

BlackBerry® Smartphones User Guide

BlackBerry® 8700g Smartphone Edition: BlackBerry® Enterprise Server

IMPORTANT NOTICE FOR ANNUAL PLAN CUSTOMERS:
To avoid unnecessary charges, annual plan customers are responsible for turning off their data services through Roadpost's Management Portal. For more details, check with your BlackBerry Enterprise Server Administrator.

Roadpost

Roadpost International Services for BlackBerry Smartphones

Stay in touch by data and voice with Roadpost's international service for BlackBerry smartphones. Send email, manage your calendar, update your address book or make and receive calls as easily as you would from home or the office. Your contacts will always be able to reach you – anywhere in the world.

Technical support is available

Please visit **www.roadpost.com/support**, or contact Roadpost Customer Care at **1.888.622.7368** toll-free from within North America, or at **+1.905.272.5665**, a free call from your BlackBerry smartphone.

Get help free from Roadpost. Just call
+1.905.272.5665 from your rental device

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BlackBerry 8700g smartphone overview

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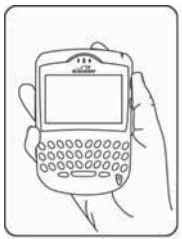
Quick guide on using your rental device



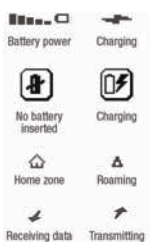
Move the cursor
Roll the trackwheel.

Click an item
Roll the trackwheel to highlight an item. Click (press) the trackwheel.

Type text
Hold the handheld with both hands and press the keys.

Indicators & Icons

Status Indicators



Network Status Indicators

	EDGE	GPRS	edge	GPRS	GSM
Emergency calls	●	●	●	●	●
SMS messages	●	●	●	●	●
Phone	●	●	●	●	●
MMS messages*	●	●			
Email and PIN	●	●			
Browser	●	●			
High-speed data*	●				

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Roadpost International Services for BlackBerry Smartphones

Charging the BlackBerry smartphone

Before using the BlackBerry smartphone, ensure that the battery is charged. Should the battery require charging, connect one end of the cable to the charger and the other to the BlackBerry smartphone; insert the plug into a suitable power source. The battery will also charge while the device is connected to your PC.

Your SIM card

Your SIM card (Subscriber Identity Module) is the key to your Roadpost international service for BlackBerry smartphones. This small chip contains all the information you store on your device, which comes ready-to-use, with your SIM card in place.

Use while driving

Be sure to check local regulations before using your BlackBerry smartphone as a phone while driving. Roadpost recommends that you always use a headset while driving. For your convenience and safety, headsets are included with all devices.

Emergency services

Most countries in Europe use 112 as their emergency service number. Check with your travel agent or hotel for the emergency information in the country you are traveling to.

Using the BlackBerry Smartphone from Roadpost

Coverage

A variety of local networks allow you to use your service around the world, and offer varying signals for use. Data and voice service is available only on GPRS/EDGE networks, while all other networks allow only voice.

Note: *Just like your domestic cellular service in North America, your signal will be the strongest when traveling in major cities and more densely populated areas. When traveling in rural, or more secluded areas, you may experience less consistent coverage.*

For more information on services supported in the country you are traveling to, contact Roadpost Customer Care.

Installing the BlackBerry Smartphone

Setting up the BlackBerry smartphone

Before leaving on your trip, synchronize the BlackBerry smartphone with your existing PC. The device will take on all personal data stored in your corporate mail server including email, contacts, tasks, notes and your calendar.

***Note** Before connecting the BlackBerry smartphone with your PC, synchronize your existing BlackBerry device one final time. This will ensure that the information transferred to the rental device will be most up-to-date.*

❑ Connecting the BlackBerry smartphone to your BlackBerry Enterprise Server using the Desktop Manager

Some steps in this process may vary depending on your existing PC. Always follow steps as they appear on your screen during the connection process.

***Note:** When connecting the rental device for the first time, Windows Hardware Wizard will automatically detect the BlackBerry smartphone as a new USB device. Follow all steps to install the device before continuing with the instructions below. Double-check the Device Manager to ensure that the BlackBerry smartphone is installed properly as a USB device.*

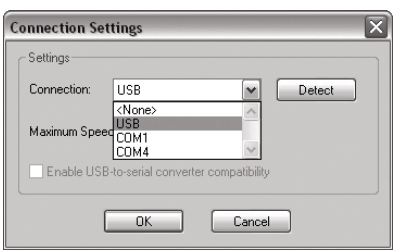
1. Connect the BlackBerry smartphone to the computer using the USB cable provided. (The larger port on the cable connects to the USB port on your PC, while the smaller port connects to the USB port on the device).

Using the BlackBerry Smartphone from Roadpost

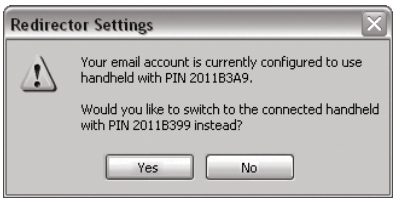
2. Open the existing **BlackBerry Desktop Manager** window.

3. Select **Options**, followed by **Connection Settings**. A connection settings window will appear.

4. Select **USB** from the **Connection** drop down menu, click <**OK**>.



5. A **Redirector Settings** window will appear with the PIN of your Roadpost rental device. Click <**Yes**>.


Redirector Settings
Your email account is currently configured to use handheld with PIN 2011B3A9.
Would you like to switch to the connected handheld with PIN 2011B399 instead?
Yes
No

6. Another window will appear to indicate that an encryption key will be generated. Click **<OK>**. Move the mouse as directed to generate random information for the new encryption key.

Redirector Settings
In order for email redirection to function properly a new encryption key will have to be generated.
OK
Cancel

7. The BlackBerry smartphone has now been connected to your existing system.

❑ Confirming a wireless connection

Before sending and receiving email on the BlackBerry smartphone, ensure that a wireless signal is being received.

1. Scroll to the **Turn Wireless Off/On** icon. If Wireless is not already active, click the trackwheel to **Turn Wireless On**.

Using the BlackBerry Smartphone from Roadpost

❑ Synchronizing existing personal BlackBerry smartphone data with the rental device

1. Double click on the **IntelliSync** icon on the **BlackBerry Desktop Manager** to synchronize email and personal information, and continue as you would normally do if you were using your existing BlackBerry device.

How to use the BlackBerry Smartphone Overseas

Confirming network connectivity

While roaming on a variety of networks around the world, the signal you receive on your BlackBerry smartphone may vary. An icon at the top right of your screen will confirm the type of signal you are currently receiving:

- **GPRS/EDGE** (all in caps) indicates that you have a full signal that will allow you to send and receive emails as well as make and receive calls.
- **gsm**, **gprs** or **edge** (lower case) will allow you to make and receive calls, but not send email.

Changing networks

If you are not receiving a full GPRS signal, the network you are currently roaming on (network name is shown on screen) may not allow data transmission.

1. Click **(Options)** using the trackwheel.
2. Select **Network** to view the network you are currently on.

   Note: *This screen will also display the current scan mode. Ensure that your scan mode is set to 'Manual' so that you can control which network you are using. Highlight the current scan mode and click the trackwheel. Select 'Change Option' and select 'Manual'.*

3. Click on **Scan for Available Networks**.
4. Highlight the network you wish to use and click the trackwheel. Click on **Select Network**.

5. Press **<Escape>** and scroll to **Save** to save the changes you have made.

   Note: *When your BlackBerry smartphone is powered off and on again, or when other changes are made to the status of your smartphone, it may revert to automatically searching for a new network. Repeat the steps in the above section each time your device is powered on to ensure that you are always roaming on GPRS networks.*

How to Send and Receive Data

Email

❑ Sending email to a contact in your Address Book

1. Click the **Address Book** icon using the trackwheel.
2. Type the first few letters of the name of the contact you would like to send a message to and select their record in your address book.
3. Select **Email** the highlighted contact name.
4. Enter a subject, and press **<↵> (Enter)**.
5. Type your message and click the trackwheel when complete.
6. Click **Send** using the trackwheel.

❑ Sending email to a one-time address

Follow these instructions to send an email to someone who is not already in your address book.

1. Click (**Messages**) using the trackwheel.
2. Click the trackwheel again to pull up the menu and select **Compose Email.**
3. In the **Email** field, enter the email address you are sending your message to.
4. Click the trackwheel and select **Continue** from the menu that appears.
5. Enter a subject, and press <↵> (**Enter**).
6. Click **Send** using the trackwheel.

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Using the BlackBerry Smartphone from Roadpost

❑ Receiving Email

When you receive an email, it will come up automatically on your screen. Use the trackwheel to scroll through and read your new message.

Note: *Your BlackBerry smartphone will receive all messages sent to your email from the time it is first connected. Your pre-existing inbox will not be transferred to your rental device.*

❑ Receiving Attachments

On the BlackBerry smartphone you can open files sent to you in a variety of applications. Attachments will be noted at the start of the emails in which they are included.

1. Click the trackwheel, while reading the email containing an attachment, a menu will appear.
2. Click **Open Attachment**. The attachments screen will appear.
3. Choose **Table of Contents** to view a summary of the sections of the attachment, or **Full Content** to view the attachment in full.
4. Click **Retrieve**. The content will appear.

PIN messages

If you send and receive PIN messages on your pre-existing BlackBerry smartphone, please note that your rental device will have a different PIN. PIN messaging is therefore not recommended.

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Text messages (SMS)

Send text messages to your contacts' cell phones if they are unable to receive emails. CDMA networks, on which many of your North American contacts may be active, may not have the capability of receiving text messages.

❑ Your text messaging address

Your cellular number is also your text messaging address.

Example: *If your cellular number is 44 (0) 7736 123 456, then your text messaging address is: +44 7736 123 456.*

❑ Sending Text Messages (SMS)

1. Click **(Messages)** using the trackwheel.
2. Click the trackwheel again to pull up the menu and select **Compose SMS**.
3. Your Address Book will appear. Highlight the contact you wish to send an SMS to or choose **Use Once** if the recipient is not in the Address Book.
4. A menu will appear. Select **SMS highlighted contact name.** Click in the Trackwheel.
5. Type your message and click the trackwheel when complete.
6. Click **Send** using the trackwheel.

❑ Retrieving Text Messages (SMS)

1. The envelope symbol ✉ will appear above your home screen, when a new message is received.
2. Click on **(Messages)**.
3. Click on the new received message.
4. Scroll to **Open** and click.
5. Scroll down with the trackwheel to read the message displayed.

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Using the BlackBerry Smartphone from Roadpost

Browsing web pages

1. Click on the **Browser** icon.
2. Click the trackwheel, a menu will appear.
3. Click **Go To**. A dialog box will appear.
4. In the **Go To** field, type the URL that you would like to visit.
5. Click **OK**.

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Increase the Security of the BlackBerry Smartphone

Roadpost recommends that you password protect the BlackBerry smartphone to secure it against misuse by others if lost or stolen. If the device has a password enabled, the data on it cannot be accessed until the correct password is typed.

❑ **Set the password and timeout option**

1. Click **(Options)**, then select **Security Options**.
2. Select **General Settings**, click the trackwheel, select **Disable** and click the trackwheel again.
3. Select **Change Option**, then **Enable**.
4. Enter your password and press press **<↵>** **(Enter)**.

   Note: *The password must be 4 to 14 characters in length. You must not enter a password composed of identical characters or a natural sequence (e.g., 1, 2, 3, 4), as it will be rejected.*

5. Enter your password again to verify it.
6. Next to **Security Timeout**, highlight the displayed time and click the trackwheel.
7. Select **Change Option**, and choose a reasonable time for the handheld to time out and lock. Roadpost recommends 15 minutes or less.
8. To exit the **Security** screen, press **<Escape>**. You will be prompted to save. Select **Yes**.

In case of lost or stolen units please contact Roadpost Customer Care immediately at **1.905.272.5665**.

Before Returning the BlackBerry Smartphone to Roadpost

Deleting personal information from the BlackBerry smartphone

Roadpost ensures that all returned BlackBerry smartphones are cleared of any personal information. To ensure privacy and confidentiality, you can personally wipe out all information prior to returning the rental unit.

1. Click **(Options)** using the trackwheel.
2. Select **Security Options**.
3. Click on **General Settings** and click in again.
4. Select **Wipe Handheld** and continue with instructions.

Note: *Once the 'Wipe Handheld' feature is initiated, the BlackBerry smartphone will be disabled. Be sure to initiate the Wipe Handheld feature only when returning the device to Roadpost.*

Synchronizing the BlackBerry smartphone using the Desktop Manager

Upon return, synchronize the BlackBerry smartphone with the Desktop Manager to update personal items edited during travel.

1. Connect the BlackBerry device to the computer using the USB cable provided.
2. Double click on the existing **BlackBerry Desktop Manager** icon.
3. Double click on the **IntelliSync** icon to synchronize email and personal information, which may have been

modified during your travels. (Ensure that **Reconcile Email** and **Synchronize PIM** are both selected to synchronize email and personal information.)

4. Click **Synchronize Now**. The rental BlackBerry smartphone and connecting cable are now ready for return.

Switching back to your local BlackBerry device using the Desktop Manager

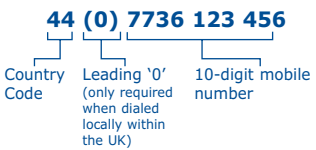
Note: *This section reverses the process outlined in 'Connecting the BlackBerry smartphone to your BlackBerry Enterprise Server using the Desktop Manager (pg. 6)'. Specific instructions are provided below. Refer to the earlier section for images of some screens you may see.*

1. Place your pre-existing BlackBerry device in the cradle, as you would usually do to synchronize it.
2. Double click on the existing **BlackBerry Desktop Manager** icon.
3. Select **Options**, followed by **Connection Settings**, click **Detect**.
4. *'Ensure Device is Connected Properly'* appears. Click **OK**.
5. A **Connection Settings** window will appear. Click **OK**.
6. A **Redirector Settings** window will appear. Click **Yes**.
7. Another window will appear to indicate that an encryption key will be generated. Click **OK**. Move the mouse as directed.
8. *'Connected'* will appear in the bottom of the window when the pre-existing BlackBerry smartphone has been reconnected to your desktop PC.
9. Test sending and receiving email to confirm the connection.

Using the BlackBerry Device as a Cellular phone

Your international phone number

Your international phone number is made up of a number of pieces referred to in this guide:



"+" Sign

The **"+"** sign is required when dialing internationally as outlined in the following sections. When dialing a phone number, press **<O>** to obtain the **"+"** sign.

Making calls

You can choose to dial a number already in your address book, or to dial a one-time number for a new contact.

❑ **Calling a number in your Address Book:**

Note: *Both the <+> sign and the Country Code of your contact must be included in your address book to dial their number internationally.*

Example: *If your contact's number is 905 272 5665, ensure that it is recorded as +1 905 272 5665 in your address book.*

Click the **Address Book** icon and scroll to the contact you want to call, then hit the **Send Key**.

OR Click the trackwheel, scroll to **Call** and click the trackwheel to dial.

❑ One-time calling

There are a number of ways to place a phone call using your BlackBerry smartphone. From your home screen Roadpost recommends:

1. Press the **Send Key** and enter the number to dial.
2. Press the **Send Key** again to dial the number.
3. Press the **End Key** to end a call.

❑ Dialing Instructions

1. Press and hold **<O>** to obtain **"+"** on the display.
2. Dial the number including the country code (the leading '0' is not required).

Example: *Calling 905 272 5665, a number in North America dial +1 905 272 5665.To call 33 (0) 6619 123 45, a number in France, dial +33 6619 123 45.*

Answering calls

Incoming call will be displayed on the screen when a caller is trying to reach you.

- Press the **Send Key** to accept the call.
- Press the **End Key** to let it go to voicemail.

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Using the BlackBerry Smartphone from Roadpost

Dialing instructions for callers

To reach you, international callers dial their international access code, the country code for the UK (44), and your cellular number (omit the leading '0'). Local callers include the leading '0', and omit the country code.

Example: *If your number is 44 (0) 7736 123 456, callers dial: from North America 011 44 7736 123 456, from within the UK 0 7736 123 456, from Europe 00 44 7736 123 456.*

Voicemail

❑ General voicemail information

- Messages will be saved for 30 days.
- **The default PIN code is 3333.**
- You may only change your PIN Code while in the UK.
- When someone leaves you a voice or text message, the envelope symbol ✉ will appear.
- Please ensure that you record your PIN Code somewhere safe.

❑ Accessing voicemail

1. Press the **Send Key.**
2. Click the trackwheel and scroll to **Call Voicemail**. Click the trackwheel to dial.

Note: *If 'One Time Dial' is highlighted when you click the trackwheel, you will not see an option for 'Call Voicemail'. Scroll to highlight any contact listed and click the trackwheel again.*

3. Your voicemail will be automatically accessed.

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❑ **To retrieve messages while in the UK**

1. Enter 901 and press the Send Key
2. Messages will play automatically, starting with the most recent message first.

❑ **To retrieve messages while outside of the UK**

1. Press and hold the <1> key.
2. Interrupt the automated greeting by pressing <*>.
3. When prompted, enter your 4-digit PIN code.
4. Enter <2> to listen to your messages.
5. Messages will play automatically, starting with the most recent message first.

❑ **Voicemail system prompts**

While in the main menu the following prompts are available:

'*' Greeting and Mailbox Settings
'1' Help Menu
'2' Listen to Messages
'3' Personal Greetings
'4' Mailbox settings
  '4' Change security settings
    '1' Change voicemail PIN (available only while in the UK)

While reviewing your messages the following prompts are available:

'1' Replay
'2' Save
'3' Delete
'8' Details
'*' Greeting and Mailbox Settings

Call waiting

❑ **To enable or disable Call Waiting**

1. Press the **Send Key**.
2. Click on the trackwheel and scroll to **Options**. Click the trackwheel to select.
3. Scroll to **Call Waiting** and click the trackwheel.
4. Click the trackwheel and select **Change Option**.
5. Click on **Yes** or **No** to change call waiting status.

❑ **To alternate between phone calls**

Swap calls to flip back and forth between two calls that you are connected to at the same time.

1. During a call, click the trackwheel. A menu will appear.
2. Click **Swap**. The calls will be swapped.

Call forwarding

❑ **To set up or cancel Call Forwarding**

1. Press the **Send Key**.
2. Click the trackwheel and scroll to **Options**. Click the trackwheel to select.
3. Scroll to **Call Forwarding**.
4. Click the trackwheel, select **All Calls** or **Unanswered Calls** and click the trackwheel to **Enable** or **Edit**.
5. Enter the number you want to forward your calls to and click the trackwheel.

Note: *Enter the number to forward calls to according to local and international dialing patterns. Enter +1 905 272 5665 for a number in North America, or dial the number as 0 7736 555 555 for a local number in your current destination.*

Country Codes

Australia	61	Lebanon	961
Austria	43	Lithuania	370
Belgium	32	Malaysia	60
Bosnia-Hercegovina	387	Malta	356
Bulgaria	359	Morocco	212
Canada	1	Netherlands	31
Chile	56	Norway	47
China	86	Philippines	63
Croatia	385	Poland	48
Czech Republic	420	Portugal	351
Denmark	45	Romania	40
Egypt	20	Russia	7
Finland	358	Saudi Arabia	966
France	33	Singapore	65
Germany	49	South Africa	27
Greece	30	Spain	34
Hong Kong	852	Sweden	46
Hungary	36	Switzerland	41
Iceland	354	Taiwan	886
India	91	Thailand	66
Indonesia	62	Turkey	90
Israel	972	UAE	971
Ireland	353	UK	44
Italy	39	USA	1
Jordan	962	Yugoslavia	381
Kuwait	965	Zimbabwe	263

For a complete list of country codes, please visit www.roadpost.com/support.

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